

The Heathers Residential Care Home

Residential care for the elderly



**162-164 Salvington Road
Durrington
Worthing
West Sussex
BN13 2JU**

**Tel: 01903 265515 (Home)
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**You can see feedback from existing and past residents on:
www.carehome.co.uk
www.nhs.uk/services/careproviders**

The Heathers is part of the Grangewood Healthcare Group of Homes

Introduction



The Heathers Residential Care Home is situated near High Salvington which is located in Worthing – a luxury home providing high quality care for older people. We provide residential care for older persons requiring full time care day and night.

We also provide day-care for older people in a way that is both fun and stimulating providing support during the day for older people who prefer to continue living in their own homes. Our day care services are with, or without

accommodation whether it be for a morning or afternoon, short-stay break or longer respite break.

Older people who have carer assistance, whether it be a partner or family member, can benefit from the respite service available that allows carers to take a much needed break.

Our aim is to provide personal centred care in a safe and comfortable environment that supports the core principles of privacy, dignity and respect. This philosophy allows our residents to lead fulfilling lives and gives them the opportunity to exercise choices over the care that they receive.

The home is inspected and regulated by the Care Quality Commission (CQC) and our past inspection reports are available on their website at:

www.cqc.org.uk

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The homes uses an ex CQC Inspector to audit the home on a monthly bases therefore we have continued quality monitoring to help deliver the highest care standards to our residents.

Within walking distance of the home are local amenities such as the library, shops and post office. The main bus route from outside the Home has regular services that take you directly to and from the centre of Worthing and other surrounding areas.

The Home provides a high standard of accommodation located over two floors with a large communal lounge, a beautiful conservatory extension, a quiet lounge and dining room. A passenger lift provides access to the upper floors.

The Home has two patio garden areas for residents, relatives and friends to relax outside. The home focuses on the individual and personal needs of each resident, and a comprehensive plan of care is implemented, which is regularly reviewed with the resident to ensure their individual needs are met. The Home has a philosophy of promoting independence and dignity for all residents to enable them to lead fulfilling lives, in a relaxed, happy and safe environment.

Management

The Management at the Home have been involved in the Care of the elderly for over 25 years. Their drive, enthusiasm and dedication to providing holistic and personal centered care means residents can be assured of receiving the best care available.

Senior Management team have all attained training to NVQ Level 4 and the Registered Managers Award. They have extensive experience in care of the elderly and associated illnesses. The senior/management team is mentored by the Area Manager Lara Swan who completed her NVQ 4, RMA and Assessors award during her period as registered Manager. Lara is a RGN trained in physical assessment and has completed the degree module in 'People and dementia'. She is also a trained dementia mapper.

All the management team have extensive experience in caring for people who have been diagnosed with Dementia and Alzheimer's disease. Together, they manage a team of dedicated and trained Carers who are available twenty four hours a day to support the emotional and physical needs of our residents.

Residents' Visitors, Families and Friends

The Heathers is an exceptionally sociable home and visitors are always welcome.

There are no restrictions on visiting but we do ask that the privacy of other residents are always respected. There is a visitor's book in the main hallway and everyone is asked to sign on arrival and leaving.

There are protected meal times in place to respect the dignity of residents needing assistance at mealtimes. This ensures that all residents receive the appropriate support at meal times in order, to aid nutrition and hydration in a calm and relaxed environment. Visitors are welcome to join their relative for lunch or supper for a small charge although some notice of this would be required.



Friends and relatives are invited to the organised events that take place throughout the year.

Catering

We have a dedicated Chef to prepare home-cooked meals. Our Menu is designed to provide a wholesome, nutritious diet. Snacks and hot and cold beverages are available 24 hours a day. There are choices offered at each sitting and special dietary requirements can be catered for.

Tea, coffee and cold drinks are served throughout the day and jugs of juice are available in the communal lounge and all bedrooms. Staff also actively encourages refreshments and snacks throughout the day in order to assist hydration and nutrition

We encourage our residents to have their meals in the dining room to promote social interaction. However, should anyone wish to have their meals in the privacy of their own room then meals will be served accordingly. Friends and relative are welcome to join our residents for lunch at no extra charge however; we do ask to inform the home prior to visit so our chef can cater for any special needs. Alcoholic beverages are available on request.

Facilities



There are 25 fully furnished single bedrooms, most of which are ensembles. All the rooms are single and are furnished to a high standard, 16 of these rooms have ensuite facilities. Lockable storage, flat screen televisions and divan beds are available in every room. Profiling beds are available where these are more suitable. Bedrooms are situated over 2 floors and all have T.V and telephone points. For Residents with impaired mobility our modern passenger lift makes access easier.

Whilst all bedroom furniture is provided resident's may, if they choose, decide to bring their own items of furniture into the Home, subject to assessment, to make their stay more personal.

There is a large comfortable lounge with a conservatory extension for residents to gather, relax and reflect and/or to play board games as well as an area for residents to mingle and chat or to watch the large screen television.

Outside, there are two patio areas where residents may sit and read the newspaper or enjoy afternoon tea with families and friends. Some rooms adjoining the side patio are directly accessible by patio doors. This offers residents a secure outdoor area to enjoy any good weather.

There is an on-site laundry available for residents to have their clothes washed and ironed and readily available. This service is provided at no extra cost. All we ask is that relatives label all garments on admission. Dry cleaning can be arranged but there would be a charge for this service.

Local Amenities

The Heathers is situated near High Salvington in Worthing and has direct bus routes to Worthing Town Centre and walking distance from Durrington-On-Sea train station, with direct links to Brighton, Arundel, Chichester and London Victoria.

A short walk from the home are nearby local shops, a supermarket, post office, news agents, pharmacy, traditional fish and chip shop and a local library which also visits the home on a regular basis.

Close by - Goring High Street - has a parade of shops with a number of convenience stores, a Post Office and a public house. Worthing Town Centre, beach and parks are just a short drive from the Home.

There are several local Churches that offer a range of activities and social events that are enjoyed by our current residents.



Community Services and Daily Life

We offer a range of therapeutic activities adapted to our resident preferences and capabilities and we have a dedicated activities co-ordinator. Our residents are free to access community services and facilities either on their own or with carer support.

Doctor of your choice - All residents have the freedom to select their own doctor. Should any resident require their doctor to visit the Home then arrangements will be made, although the actual date and time of the visit would be determined by the doctor.

Chiropodist – A chiropodist visits the Home once on a regular basis to attend to all our residents. Should any resident wish to see the Chiropodist on a more regular basis then this can be arranged. Chiropody is provided at extra charge.

Hairdresser – The home has several local hairdresser whom visit once a week for a chat and to have their hair styled. This service is provided at extra charge. Residents who have their own preferred hairdresser are free to make their own arrangements.

Library – Our local library provides a visiting service, or our residents can visit the local library which is only a short walk from the Home.

Minister of your religion – We recognise that a resident's choice of Minister is extremely personal and we welcome Ministers of every faith and religion to visit our resident's at any time. There are several churches close by of varying faiths and the home hosts regular services which residents attend if they wish.



Staff



The Heathers is committed to robust recruitment procedures to ensure the protection and safety of the vulnerable adults in our care.

Staff skills are formally recognised through the Quality Care Framework Qualification programme (QCF). Our staff training policy is quite simply to ensure that we have caring, considerate and skilled staff that enables our residents to enjoy superior levels of care and support. Staff are encouraged to join the QCF programme and Management is supportive of staff that undertake these courses.

In addition to the NVQ programme staff will also undertake mandatory training in areas such as Fire Safety and will also be offered training in other areas that are deemed particularly relevant to the Care environment. The staff supervision and appraisal process ensures that any training needs are quickly identified and addressed.

The Heathers is an Equal Opportunities employer and does not engage in any discriminatory practices based on race, gender, colour or religious belief.

Entertainments, Activities and Events



There is a weekly organised schedule that aims to encompass a broad range of activities that are developed with regard to the individual's capabilities and personal preferences to promote well-being.

The therapeutic activities available include reminiscence, art and crafts, head and hand massage and music therapy.

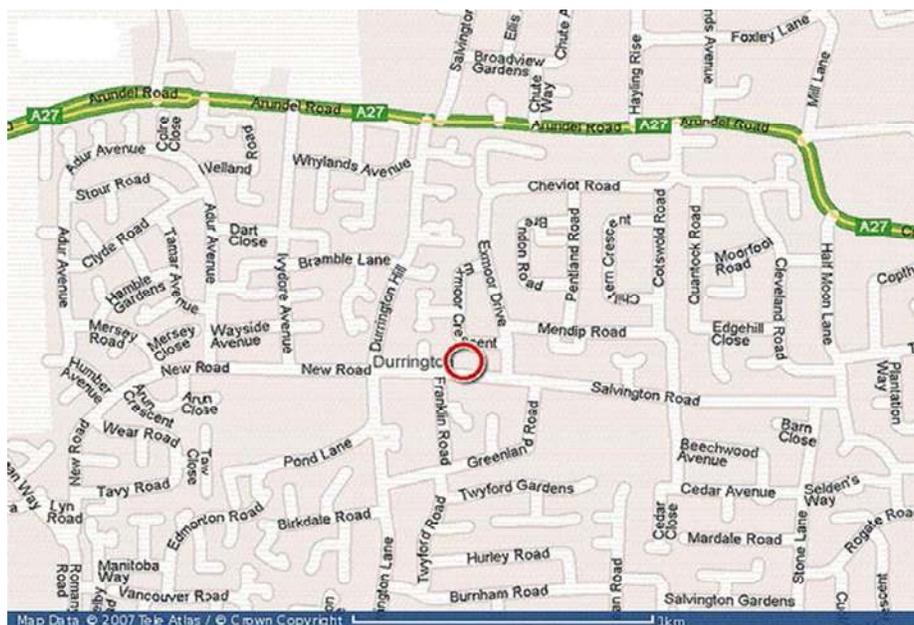
There are a number of other traditional activities such as bingo, cards, board games and reading. Jigsaw puzzles ranging in difficulty are available for those who have the time. Staff are willing to assist residents in pursuing their own lifestyle, hobbies and interests if they are not included at some point on the activities schedule.

At certain times through the year a theatre production is brought-in for the benefit of residents and their families and followed by a buffet. The summer months usually allows for outdoor entertainment. Again, this is a day for residents and families.

Birthdays, anniversaries and other special events are remembered, celebrated and enjoyed by all.

Health and Safety

Extensive safety measures have been installed throughout the building. Alarms, smoke detectors, door guards, radiator covers, thermostatic water valves and emergency lighting are all fitted in compliance with legislative and Health and Safety requirements. There is 24 hour call bell system throughout the home and within all the rooms. Some rooms are fitted with PIR motion detectors to alert staff and help reduce risk of falls.



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